Product Bulletin

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UNIStim Firmware Maintenance Release 0604DAS for Phase II IP Phones (2001, 2002 & 2004), 0621C3J for IP Phone 2007, and 0624C3C, 0625C3C and 0627C3C for IP Phone 1120E, 1140E and 1150E Respectively

REVISION HISTORY

Date	Revision #	Summary of Changes
28-FEB-07	Original bulletin	This is the original publication

Introduction

Nortel* is pleased to announce the general availability of a maintenance release of UNIStim firmware version **0604DAS** for the Phase II IP Phone 2001, Phase II IP Phone 2002, and Phase II IP Phone 2004. Nortel is also pleased to announce the general availability of a maintenance release of UNIStim firmware version **0621C3J** for the IP Phone 2007. In addition, Nortel is pleased to announce the general availability of maintenance releases of UNIStim firmware version **0624C3C**, **0625C3C** and **0627C3C** for the IP Phone 1120E, IP Phone 1140E and IP Phone 1150E respectively.

Nortel recommends an upgrade to these maintenance releases of firmware for all applicable IP Phones and Call Servers at the earliest convenience. These maintenance releases are being provided as a no charge update to all customers.

These maintenance releases deliver general quality improvements.

Quality Improvements

The 0604DAS, 0621C3J, 0624C3C, 0625C3C and 0627C3C firmware loads bundle together numerous resolved issues and closed cases into a maintenance release. In total, over 100 resolved issues have been closed, and over 40 customer cases have been closed in these new firmware loads. The list of resolved critical issues and the list of closed cases since the last suite of generally available (GA) firmware loads (0604DAD, 0621C3A, 0624C39, 0625C39 and 0627C39 respectively) are listed below.

The 0604DAS and 0621C3J maintenance releases for Phase II IP Phones (2001, 2002, and 2004) and IP Phone 2007 respectively fix critical issues since the last suite of GA firmware loads 0604DAD and 0621C3A respectively) including:

First ARP sent without VLAN ID
Speech distortion due to multiple streams opening
Speech delay improvements
Security icon disappears when performing some test scenarios
Ping or trace route to IP address 255.255.255.255 can suspend the phone
IP Phone does not send RFC2833 digits properly, when digits pressed quickly
Load noise when making call between sets
IP set may not apply Layer 2 QoS correctly
Phone may get stuck displaying only Date and Time and not respond to user input
DHCP recovery may sometimes fail
LLDP improvements
Latency improvements
Issue with DHCP after RUDP retries are exhausted
Sometimes Local Menu is closing by itself
EAP Re-authentication sometime not working if VLAN filter is enabled
Issues with Diagnostic Tools after rebooting the set
Strong noise sometimes heard when making call between two IP Phone 2007 sets
Support AG1000 Redundancy feature
Support 2007 Display Dimming feature
IP set sometimes can't obtain a DHCP lease
IP Phone sometimes cannot register to MO properly when used with BO

The 0624C3C, 0625C3C and 0627C3C maintenance releases for IP Phones 1120E, 1140E, and 1150E respectively fix critical issues since the last suite of GA firmware loads (0624C39, 0625C39 and 0627C39 respectively) including:

1120E & 1140E phones are sometimes resetting
Phone may get stuck displaying only Date and Time and not respond to user input
DHCP recovery may sometimes fail
DHCP process could fail if no valid VLAN-ID provided via DHCP in Auto-VLAN mode
IP set may not apply Layer 2 QoS correctly
11xx series phone may experience problems if Voice VLAN in not accessible

The 0604DAS, 0621C3J, 0624C3C, 0625C3C and 0627C3C maintenance releases close the following cases:

Case #	Title
041116-62033	Delayed audio with hands free dial
051021-28095	Time and date flickers on the IP Phone
051024-30221	One way audio
051118-59193	Audible side tone
051202-72448	IP Delay
051220-89748	Delay on answering calls using Bluetooth headset
060130-25309	2-second delay in speech cut through
060208-36364	BPDU issue with 3-port switch
060214-41632	ARP frame sent without VLAN ID
060221-49965	Time and date flickers on the IP Phone
060314-73422	Date and time flashing on and off
060324-85528	When DHCP goes out of service IP Phone 11xx sometimes stop working
060412-06470	Audio is choppy during agent greeting
060425-18568	Audio delay on ACD calls
060425-18469	Trouble with keypad
060512-38232	802.1X - re-authentication failure
060530-55929	Delay after pressing Apply & Reset
060609-68064	Date & time flash intermittently
060619-76879	IP Phone failed to connect to SigServer
060621-80832	Feature does not work after lease expires
060623-83068	LLDP issues
060627-86613	Speech path cut-through delayed with SRG50
060627-86980	Delay in cut-through on tandem VTRK
060627-87001	Audio delays
060725-16776	Unable to EES on H.323 trunk calls
060728-20842	Cannot update firmware
060811-41251	Phone contains invalid preset value
060915-80000	Apply & Reset key does works sometimes
060928-94792	Bandwidth issues
061019-18728	IP caching feature missing in config menu
061020-20102	AG1000 intermitted zone paging failure
061027-27675	AG1000 intermitted paging issues
061027-27857	2 way speech when Hands Free denied
061102-33885	IP Phone 2004 disconnects and must be rebooted
061102-33959	Phone will not re-register after loosing connection
061121-53364	German (UMLEGEN) N is cut off
061123-56272	1140E phones are sometimes resetting
061116-49712	1140E phones timing out looking for DHCP
061204-65213	Phone does not tolerate the loss of Ethernet connection
061207-70472	1140E phones are sometime freezing

<u>Product Advisements</u>

These firmware releases modify the operation of the phone slightly from some earlier previous versions of firmware in a couple key areas:

Network Loop (Applies to IP Phone 2002, 2004, 2007, 1120E, 1140E)

These firmware releases include a fix to help prevent network loop scenarios from being introduced into the network, and the resultant network outages that can occur.   The network loop avoidance fix was first introduced in 0604D9H, 0621C2B, 0624C1E and 0625C1E. <u>One important note when upgrading to 0604DAS, 0621C3J, 0624C3C or 0625C3C from any load previous to 0604D9H, 0621C2B, 0624C1E or 0625C1E respectively, is that IP Phones that were inadvertently mis-wired during initial installation will not be allowed to work until the cabling problem is corrected.</u> This fix is only an issue if the installer, when installing the Nortel IP Phone 2002, 2004, 2007, 1120E or 1140E, inadvertently connected the network Ethernet cable to the PC Ethernet port on the back of the phone, instead of connecting it to the network Ethernet port on the back of the phone. Phase II IP Phones (2002 and 2004) running firmware previous to 0604D9H, IP Phones 2007 running firmware previous to 0621C2B and IP Phone 1120E and 1140E running firmware previous to 0624C1C and 0625C1C respectively will work when incorrectly connected, but this does introduce the potential for network degradation. These new firmware loads will safe guard the network by not allowing phones that are mis-cabled to function. **This means that the IP Phones that are working on a previous release of firmware will stop working if they are not correctly wired.** As a preventative measure to reduce the potential for network degradation, and <u>to prevent mis-cabled phones from ceasing to work when their firmware is upgraded, please consider taking the necessary steps to ensure your Nortel IP phones network cables are plugged into the correct ports on the back of the phone</u> – network cable into the network Ethernet port, and the PC Ethernet cable (if connecting a PC) to the PC Ethernet port (little computer icon) on the back of the phone.

*Correction to VLAN Access Process (Applies to IP Phone 2002, 2004, 2007, 1120E, 1140E) – **may impact current network configurations***

The 0604DAS, 0621C3J, 0624C3C and 0625C3C firmware releases continue to support the changes to the VLAN Access Process that were first introduced in 0604D9H, 0621C2B, 0624C1E or 0625C1E firmware.

<u>When upgrading to 0604DAS, 0621C3J, 0624C3C or 0625C3C from any load previous to 0604D9H, 0621C2B, 0624C1E or 0625C1E respectively, the corrections to the VLAN access process, might impact current customer network configurations, especially if something special was done to compensate for the former operation of the phone.</u>

1) Voice VLAN enabled with the Automatic VLAN Discovery feature – initial DHCP request is forwarded based on the Data VLAN policy (i.e. untagged if Data VLAN is disabled or tagged with the Data VLAN ID if Data VLAN is enabled). Subsequent DHCP requests and the resolution of a Voice VLAN will be as per existing automatic operation.

The potential impact of this change to an installed customer network is:
- If they have a Data VLAN configured on the phone, and
- they have the auto configure VLAN feature enabled, and
- they DO NOT have their DHCP server on the Data VLAN

then the phone running these new firmware images will not register to the call server. Customers should check that the DHCP server is on the Data VLAN if they've configured a Data VLAN on their phones.

2) Stripping of egress Data VLAN tag is configurable – VLAN tag stripping can be enabled or disabled in addition to enabling VLAN support on the phone's PC port. If VLAN is enabled on the phone's PC port (ingress direction), the **default will be to strip** the tag on the egress direction. However, this can be manually overridden to disable stripping even if VLAN tagging (ingress direction) is enabled on the phone's PC port. Likewise if VLAN is disabled on the phone's PC port, the default will be to NOT to strip the tag on the egress direction. But this again can be overridden to enable stripping even if VLAN is disabled on the phone's PC port (ingress direction).

If stripping is disabled, the packet is sent to the phone's PC port unmodified. If stripping is enabled, the 802.1q header is removed (assuming one exists) from the packet before forwarding it out the phone's PC port

Important Note: While these changes corrects the VLAN access process, the change might impact current customer network configurations, especially if something special was done to handle the prior operation of the phone.

For more information on VLAN support in the IP Phones, please refer to the IP Phones Description, Installation and Operation Document, NTP 553-3001-368.

One way speech path behind NAT Routers (Applies to IP Phone 2001, 2002, 2004, 2007, 1120E, 1140E, 1150E)

A problem exists that with some NAT routers that causes one way speech path. This problem is addressed by the application of patch **MPLR21030** on the Communication Server 1000 Release 4.5 and 4.0. (Note: IP Phone usage behind NAT routers is not supported with Communication Server 1000 Release 3.0). The Communication Server 1000 patch is located in the Meridian PEP library at the www.nortel.com/support web site.

Outstanding Known Issues

Although the 0604DAS, 0621C3J, 0624C3C, 0625C3C and 0627C3C firmware releases greatly improve the overall quality of the IP Phones, these firmware releases still include some outstanding known issues:

Possible phone lockout if DHCP server is unavailable for extended period and the phone's lease time is short (IP Phone 2001, 2002, 2004, 2007, 1120E, 1140E and 1150E)

The IP phone does not tolerate well the denial of DHCP service for an extended period of time if the phone is provisioned for short lease times. If the DHCP lease time is long and the DHCP service is reliable, then the phone will not experience this issue. This lease renewal issue is understood and will be fixed in the next maintenance up-issue.

Backlight Interaction with USB devices (IP Phone 2007, 1120E, 1140E and 1150E)

Some USB devices (i.e. Mice or Keyboards) send regular coordinate update messages to the phone even when the device is not being used. This can cause the sleep mode for the backlight to not be properly invoked.

Contrast Adjustments: Local & TPS contrast adjustments are not synchronized (IP Phone 1120E, 1140E and 1150E)

The IP Phone 1120E, 1140E and 1150E graphical display contrast control can be adjusted either locally (on the phone) or through the call server (TPS) control. The CS 1000 TPS does not yet synchronize its contrast setting with the local control. This means if the local control is used exclusively, then whenever the phone has a power cycle, the TPS contrast setting is restored and the user may need to adjust contrast again.

The local contrast control on the IP Phone 1120E, 1140E and 1150E is accessed by a "double press" of the Services key and selecting "1. Preferences", then "1. Display Settings" in the menu. The TPS contrast control is accessed with a "single press" of the Services key, then selecting "Telephone Options", then "Contrast Adjustment".

IP Phone Compatibility

These maintenance releases are compatible with the following IP Phones:

PEC	Description	Firmware file
NTDU90AA16	IP Phone 2001 (Ethergray) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90BA16	IP Phone 2001 (Ethergray) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90AA70	IP Phone 2001 (Charcoal) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90BA70	IP Phone 2001 (Charcoal) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90AB70	IP Phone 2001 (Charcoal with Bezel) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90BB70	IP Phone 2001 (Charcoal with Bezel) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU90AC70E6	IP Phone 2001 (Charcoal with Bezel) with Icon keycaps (RoHS)	0604DAS.bin
NTDU90BC70E6	IP Phone 2001 (Charcoal with Bezel) with English Text label keycaps (RoHS)	0604DAS.bin
NTDU90BBGS	IP Phone 2001 GSA	0604DAS.bin
NTDU91AA16	IP Phone 2002 (Ethergray) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91BA16	IP Phone 2002 (Ethergray) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91AA70	IP Phone 2002 (Charcoal) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91BA70	IP Phone 2002 (Charcoal) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91AB70	IP Phone 2002 (Charcoal with Bezel) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91BB70	IP Phone 2002 (Charcoal with Bezel) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU91AC70E6	IP Phone 2002 (Charcoal with Bezel) with Icon keycaps (RoHS)	0604DAS.bin
NTDU91BC70E6	IP Phone 2002 (Charcoal with Bezel) with English Text label keycaps (RoHS)	0604DAS.bin
NTDU91BBGS	IP Phone 2002 GSA	0604DAS.bin

NTDU92AA16	IP Phone 2004 (Ethergray) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92BA16	IP Phone 2004 (Ethergray) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92AA70	IP Phone 2004 (Charcoal) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92BA70	IP Phone 2004 (Charcoal) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92AB70	IP Phone 2004 (Charcoal with Bezel) with Icon keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92BB70	IP Phone 2004 (Charcoal with Bezel) with English Text label keycaps – Manufacture Discontinued	0604DAS.bin
NTDU92AC70E6	IP Phone 2004 (Charcoal with Bezel) with Icon keycaps (RoHS)	0604DAS.bin
NTDU92BC70E6	IP Phone 2004 (Charcoal with Bezel) with English Text label keycaps (RoHS)	0604DAS.bin
NTDU91BBGS	IP Phone 2004 GSA	0604DAS.bin
NTDU96AB70	IP Phone 2007 (Charcoal with Bezel) – Manufacture Discontinued	0621C3J.bin
NTDU96AC70E6	IP Phone 2007 (Charcoal with Bezel) (RoHS)	0621C3J.bin
NTYS03AA	IP Phone 1120E Graphite with Icon Keycaps – Manufacture Discontinued	0624C3C.bin
NTYS03BA	IP Phone 1120E Graphite with English keycaps – Manufacture Discontinued	0624C3C.bin
NTYS03AC	IP Phone 1120E Graphite with Icon Keycaps	0624C3C.bin
NTYS03BC	IP Phone 1120E Graphite with English keycaps	0624C3C.bin
NTYS03ABE6	IP Phone 1120E Graphite with Icon Keycaps (RoHS) – Manufacture Discontinued	0624C3C.bin
NTYS03BBE6	IP Phone 1120E Graphite with English Keycaps (RoHS) – Manufacture Discontinued	0624C3C.bin
NTYS03BBGSE6	IP Phone 1120E GSA (RoHS) – Manufacture Discontinued	0624C3C.bin
NTYS03ACE6	IP Phone 1120E Graphite with Icon Keycaps (RoHS)	0624C3C.bin
NTYS03BCE6	IP Phone 1120E Graphite with English keycaps (RoHS)	0624C3C.bin
NTYS03BCGSE6	IP Phone 1120E GSA (RoHS)	0624C3C.bin
NTYS05AA	IP Phone 1140E Graphite with Icon Keycaps – Manufacture Discontinued	0625C3C.bin

NTYS05BA	IP Phone 1140E Graphite with English keycaps – Manufacture Discontinued	0625C3C.bin
NTYS05AC	IP Phone 1140E Graphite with Icon Keycaps	0625C3C.bin
NTYS05BC	IP Phone 1140E Graphite with English keycaps	0625C3C.bin
NTYS05ABE6	IP Phone 1140E Graphite with Icon Keycaps (RoHS) – Manufacture Discontinued	0625C3C.bin
NTYS05BBE6	IP Phone 1140E Graphite with English Keycaps (RoHS) – Manufacture Discontinued	0625C3C.bin
NTYS05BBGSE6	IP Phone 1140E GSA (RoHS) – Manufacture Discontinued	0625C3C.bin
NTYS05ACE6	IP Phone 1140E Graphite with Icon Keycaps (RoHS)	0625C3C.bin
NTYS05BCE6	IP Phone 1140E Graphite with English Keycaps (RoHS)	0625C3C.bin
NTYS05BCGSE6	IP Phone 1140E GSA (RoHS)	0625C3C.bin
NTYS06AAE6	IP Phone 1150E Graphite with Icon Keycaps (RoHS)	0627C3C.bin
NTYS06BAE6	IP Phone 1150E Graphite with English Keycaps (RoHS)	0627C3C.bin

IP Phone 2004 (NTEX00), Phase 1 IP Phone 2002 (NTDU76), and Phase 1 IP Phone 2004 (NTDU82) cannot load these maintenance releases.

Call Server Compatibility and Requirements

These maintenance releases are compatible with the following Nortel Call Servers:

Call Server	Notes / Advisements
CS 1000 4.5 - X21 4.50W - IP Line 4.50.88 or later - SS 4.50.88 or later	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* The Communication Server 1000 Currency File has been modified to include these firmware releases. For details on using OTM or Element Manager to upgrade the IP Phones, refer to NTP 553-3001-365.
CS 1000 4.0 - X21 4.00T - IP Line 4.00.55 or later - SS 4.00.55 or later	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* For Phase II IP Phones, details on using OTM or Element Manager to upgrade the phones can be found in NTP 553-3001-365. For IP Phone 2007, 1120E and 1140E a Trivial File Transfer Protocol (TFTP) Server is required to distribute firmware to IP Phones. The TFTP Upgrade menu on the IP Phone is used to upgrade the firmware. The IP Phone 1150E is not supported on this platform.
CS1000 3.0 - X21 3.00 - IP Line 3.10.81 or later - SS 2.11.03 or later	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* For Phase II IP Phones, details on using OTM or Element Manager to upgrade the phones can be found in NTP 553-3001-365. For IP Phone 2007, 1120E and 1140E a Trivial File Transfer Protocol (TFTP) Server is required to distribute firmware to IP Phones. The TFTP Upgrade menu on the IP Phone is used to upgrade the firmware. The IP Phone 1150E is not supported on this platform.

SRG 200/400 1.0 (BCM 3.7 based)	It is **mandatory** that SRG 1.0 customers **upgrade** to SRG200/400 Rls1.5 to ensure official support for the latest feature and software application support across the IP Phone portfolio.
SRG 200/400 1.5 (BCM 4.0 based)	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* No SRG patches are required to support the Enhanced Firmware Download feature that allows the IP Phone firmware supported on the SRG 200/400 1.5 to remain in synch with the Communication Server 1000 Main office. SRG 200/400 1.5 officially extends support for the following set types: IP Phone 2000 Series Key Expansion Module (KEM)* (in Normal Mode only), IP Phone 1120E, and IP Phone 1140E. In addition, if the "Main" is Communication Server 1000 release 4.5, no patch is necessary on the Communication Server 1000 to upgrade the IP Phone. But if the "Main" is Communication Server 1000 release 3.0 or 4.0, a CS1000 patch is required on the "Main" to allow the SRG 50 to upgrade the IP Phone firmware. The patch is MPLR21148 and is available from the Meridian PEP library at the www.nortel.com/support web site. The IP Phone 1150E is not supported on SRG200/400 Rls1.5
SRG 50 1.0	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* The SRG 50 Enhanced Firmware download patch (BCM050.090-SRG) is required to keep the IP Phone firmware supported on the SRG 50 in synch with the Communication Server 1000 Main office. This patch will work for all versions of IP client firmware. The patch will allow you to upgrade the IP Phone firmware. The SRG patch is entitled BCM050.090-SRG. This patch is available at the www.nortel.com/support web site in the SRG 50 1.0 section. To officially support the IP Phone 1120E and 1140E a SRG Interim Release Patch (BCM050.099 BCM50 1.0: BCM050.099-SRG) is required for SRG 50 Rls 1.0 systems. The Interim Release Patch is available on the www.nortel.com/support web site in the SRG 50 section. In addition, if the "Main" is Communication Server 1000 release 4.5, no Communication Server 1000 patch is necessary on the Communication Server 1000 to upgrade the IP Phones. But if the "Main" is Communication Server 1000 release 3.0 or 4.0, a Communication Server 1000 patch is required on the "Main" to allow the SRG 50 to upgrade the IP Phone firmware. The patch is MPLR21148 and is available from the Meridian PEP library at the www.nortel.com/support web site.

	The IP Phone 1150E is not supported on SRG 50 Rls1.0. Although not required, it is **strongly recommended** that SRG 50 1.0 customers upgrade to 2.0 to ensure the latest feature and software application support across the IP Phone portfolio
SRG 50 2.0	*Nortel recommends an upgrade to these firmware releases at the earliest opportunity.* No SRG 50 patches are required to support the Enhanced Firmware Download feature that allows the IP Phone firmware supported on the SRG 50 to remain in synch with the CS 1000 Main office. SRG50 2.0 officially extends support for the following set types: IP Phone 2000 Series Key Expansion Module (KEM)* (in Normal Mode only), IP Phone 1120E, and IP Phone 1140E. In addition, if the "Main" is Communication Server 1000 release 4.5, no patch is necessary on the Communication Server 1000 to upgrade the IP Phone. But if the "Main" is Communication Server 1000 release 3.0 or 4.0, a Communication Server 1000 patch is required on the "Main" to allow the SRG 50 to upgrade the IP Phone firmware. The patch is MPLR21148 and is available from the Meridian PEP library at the www.nortel.com/support web site. The IP Phone 1150E is not officially supported on BCM50 2.0 and is therefore supported in normal mode only.

System Compatibility and Requirements

System	Notes / Advisements
Nortel Application Gateway 1000	*These firmware releases continue to provide support to interwork with Nortel Application Gateway 1000.* The Application Gateway 1000 delivers business applications to the IP Phones. It is an open, standards-based network platform that supports simultaneous voice and data services. The Nortel Application Gateway 1000 is used by organizations to deploy and manage multiple applications across the range of Nortel IP Phones including the 2001, 2002, 2004, 2007, 1120E, 1140E and 1150E. For more information on the capabilities introduced with Nortel Application Gateway 1000 please refer to the Product Bulletin P-2006-0034-Global-REV1 and Product Bulletin P-2007-0006-Global
Nortel Secure Multimedia Controller (SMC) 1.0	*These firmware releases continue to provide support to interwork with Nortel Secure Multimedia Controller (SMC) 2450.* The SMC 2450 is a purpose-built application firewall, delivering an integrated inside threat security solution to protect Nortel's IP phones and multimedia communication servers. The SMC 2450 creates a "Secure Multimedia Zone" around the converged infrastructure to protect against Denial of Service attacks and other security threats, while pre-configured policy settings simplify deployment and ensure the integrity and availability of the business critical converged, multimedia infrastructure. For more information on the capabilities introduced with Nortel SMC 2450 please refer to the SMC 2450 Product bulletin P-2006-0131-Global and the SMC 2450 Sales and Marketing bulletin SM-2006-0132-Global.

IP Phone Firmware Upgrade Method (Communication Server Dependent)

Communication Server 1000

The IP Phone 2007, 1120E, 1140E and 1150E supports remote firmware upgrades through both a TFTP process and a more automated UFTP process direct from the CS 1000 Release 4.5 or later.   The method to upgrade the IP Phone 2007, 1120E and 1140E firmware depends on the call server software.

- Communication Server 1000 Release **4.0** and Succession 1000 Release **3.0** systems must use TFTP
- Communication Server 1000 Release **4.5** or later systems can use UFTP or TFTP

The IP Phone 1150E firmware can use UFTP or TFTP since it is only supported on Communication Server 1000 Release **4.5** or later.

For more information on TFTP and UFTP firmware upgrade processes, please refer to the IP Phones Description, Installation and Operation Document, NTP 553-3001-368.

Survivable Remote Gateway (SRG) 200/400 and SRG 50

For information on firmware upgrade processes for the SRG200/400, please refer to the Main Office Configuration Guide for SRG200/400 Rls1.5, NTP 553-3001-207

For information on firmware upgrade processes for the SRG50, please refer to the Main Office Configuration Guide for SRG50 Rls 2.0, NTP 553-3001-207.

Firmware Download Instructions

To download the file from the Nortel web site, follow these instructions:
Note: You will need to log in to complete the steps below.

1. Access the www.nortel.com/support web site.
2. Select "**Products A-Z**" from the "**Browse product support**" section.
3. Select "**I**" in the Products A-Z section.
4. For IP Phone 2001 firmware, scroll to "**IP Phone 2001"** and select "**Software**". Select the "**IP Phone 2001/2002/2004 Firmware Release 0604DAS (Phase 2 sets only)**" link and download the file.
5. For IP Phone 2002 firmware, after step 3 scroll to "**IP Phone 2002"** and select "**Software**". Select the "**IP Phone 2001/2002/2004 Firmware Release 0604DAS (Phase 2 sets only)**" link and download the file.

6. For IP Phone 2004 firmware, after step 3 scroll to "**IP Phone 2004"** and select "**Software**". Select the "**IP Phone 2001/2002/2004 Firmware Release 0604DAS (Phase 2 sets only)**" link and download the file.
7. For IP Phone 2007 firmware, after step 3 scroll to "**IP Phone 2007**" and select "**Software**". Select the **"IP Phone 2007 Firmware Release 0621C3J**" link and download the file.
8. For IP Phone 1120E firmware, after step 3 scroll to "**IP Phone 1120E**" and select "**Software**". Select the **"IP Phone 1120E Firmware Release 0624C3C**" link and download the file.
9. For IP Phone 1140E firmware, after step 3 scroll to "**IP Phone 1140E**" and select "**Software**". Select the **"IP Phone 1140E Firmware Release 0625C3C**" link and download the file.
10. For IP Phone 1150E firmware, after step 3 scroll to "**IP Phone 1150E**" and select "**Software**". Select the **"IP Phone 1150E Firmware Release 0627C3C**" link and download the file.
11. Refer to the applicable NTP for instructions on loading the firmware on the IP Phones.

For Communication Server 1000 release 4.5, the Currency File has been modified to include these maintenance releases. For details on using Element Manager to download the maintenance releases and upgrade the IP Phones, refer to NTP 553-3001-365

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